



Operational Status Report

Kentucky MMIS Project

*Cabinet for Health and Family Services
Department for Medicaid Services*

Status Month End May 2014

Cabinet for Health and Family Services Department for Medicaid Services

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1 Executive Summary

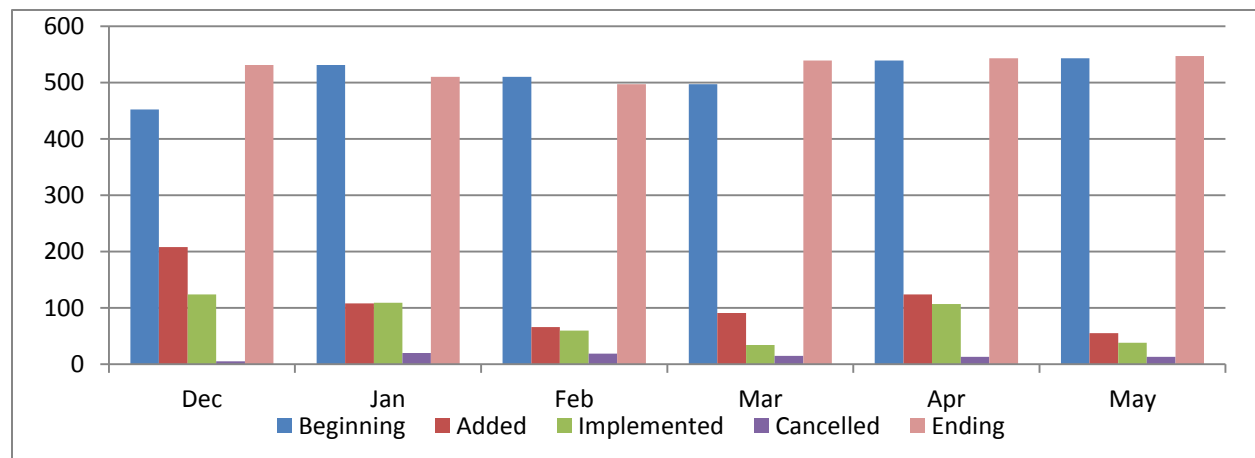
	April 2014	Page Number
Claims Processed	912,997	Page 16
Total Dollars Paid	\$215,204,430.82	Page 16
Claims Paid	613,804	Page 16
Claims Denied	299,193	Page 16
% Denied Claims	32.8%	Page 16
Average Claims Held in Cash Management	287,998	N/A
Average Dollars Held in Cash Management	\$48,298,447.17	N/A
Capitation Financial Transactions	2,163,240	N/A
Capitation Financial Payments	\$505,391,986.27	Page 17
Suspended Claims	13,623	Page 23
Total Suspended Claims > 90 Days	463	Page 23
Provider Services Calls Received	11,762	Page 29
Provider Services Current Service Level %	96%	Page 29

1.1 Encounter Load Statistics

Managed Care Organizations (MCOs)						
	December 2013	January 2014	February 2014	March 2014	April 2014	May 2014
Coventry	961,113	788,742	797,818	1,217,582	969,490	1,123,433
Humana	25,760	27,040	82,022	158,660	151,761	261,745
Kentucky Spirit	68,019	16,107	6,676	57,678	36,985	3,427
Passport (R03)	69,115	2,617	1,999	5,449	773	961
Passport R31	472,910	747,576	539,834	761,678	671,585	914,822
WellCare	1,146,425	1,138,675	1,325,299	1,617,488	1,143,518	1,721,505
Anthem	0*	0*	0*	0*	0*	0*
Other						
Transportation Encounters	606,347	0*	406,862	0*	0*	0*
Magellan Pharmacy Claims	265,092	268,579	276,021	294,265	423,934	266,335
Totals	3,614,781	2,989,336	3,436,531	4,112,800	3,398,046	4,292,228
<p>Zero Transportation Encounters due to a change order to correct Regions 15 and 16. This is expected to be corrected and should see an elevated number of files processed in the coming month.</p> <p>* January 2014 Transportation No files have been received for this month.</p> <p>* March 2014 Transportation No files have been received for this month.</p> <p>* Anthem – No production files yet received.</p> <p>* April 2014 Transportation No files have been received for this month.</p> <p>* May 2014 Transportation No files have been received for this month.</p>						

1.2 Change Order and Defect Statistics

Change Orders / Defects Inventory	Dec	Jan	Feb	Mar	Apr	May
Beginning	452	531	510	497	539	543
Added	208	108	66	91	124	55
Implemented	124	109	60	34	107	38
Cancelled	5	20	19	15	13	13
Ending	531	510	497	539	543	547



1.1 Change Order and Defect Statistics (continued)

May 2014	Change Orders		Defects		Total	Comments
	Open	On Hold	Open	On Hold		
DMS Priority	44	57	3	1	105	
Federally Mandated	171	1	0	0	172	4 open and 1 on hold are included in the Priority list.
Non-Priority	147	12	111	0	270	
Totals	362	70	114	1	547	Total includes 166 ICD-10 and T-MSIS CO's.

*The priority list consists of 110 Change Orders & Defects.

	Change Orders			Defects		
May 2014	Added	Implemented	Cancelled	Added	Implemented	Cancelled
DMS Priority	20	24	3	2	4	0
Federally Mandated	6	3	2	1	1	0
Non-Priority	16	3	5	10	3	3
Totals	42	30	10	13	8	3

2 Unplanned System Outages

A Breakdown Of The Downtime		
Date	Time	Reason For Downtime
-----		There were no unplanned system outages in May 2014.

3 Billable Hours

3.1 Billable Hours Usage Summary (Contract Year 2014)

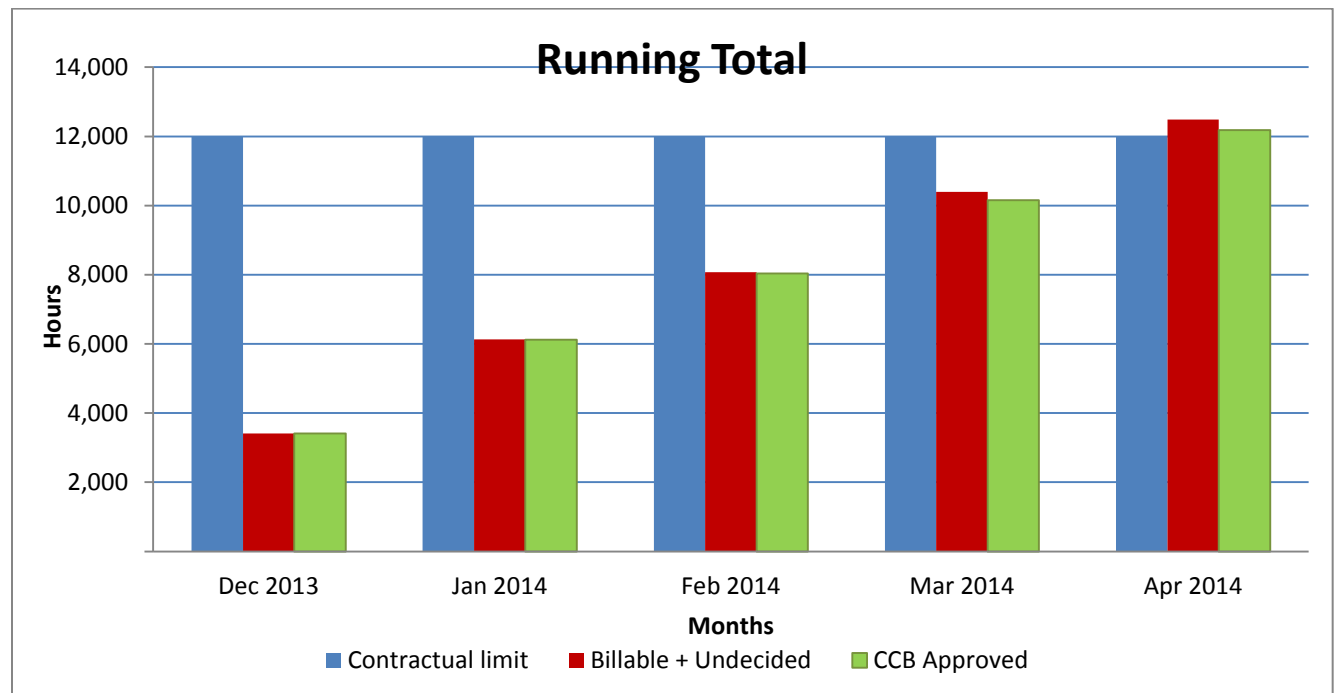
Month	Billable	Undecided	CCB Approved	Need CCB Review
Dec 2013	3,406.25	1.50	3,406.25	1.50
Jan 2014	2,714.75	10.50	2,713.50	11.75
Feb 2014	1,921.00	17.75	1,918.75	20.00
Mar 2014	2,208.25	115.25	2,117.75	205.75
Apr 2014	2,050.00	42.00	2,023.25	68.75
May 2014				
Jun 2014				
Jul 2014				
Aug 2014				
Sep 2014				
Oct 2014				
Nov 2014				

* Each month's time entry is finalized on the 22nd day of the following month.

3.2 Running Total (Contract Year 2014)

Month	Contractual limit	Billable + Undecided	CCB Approved	Billable	Undecided	Need CCB Review
Dec 2013	12,000.00	3,407.75	3,406.25	3,406.25	1.50	1.50
Jan 2014	12,000.00	6,133.00	6,119.75	6,121.00	12.00	13.25
Feb 2014	12,000.00	8,071.75	8,038.50	8,042.00	29.75	33.25
Mar 2014	12,000.00	10,395.25	10,156.25	10,250.25	145.00	239.00
Apr 2014	12,000.00	12,487.25	12,179.50	12,300.25	187.00	307.75
May 2014						
Jun 2014						
Jul 2014						
Aug 2014						
Sep 2014						
Oct 2014						
Nov 2014						

* Each month's time entry is finalized on the 22nd day of the following month.



4 Monthly Ad hoc Requests

4.1 Inventory Summary

	Beginning of Month	Received This Month	Closed This Month	DMS Hold	Ending Inventory
Type A	0	3	3	0	0
Type B	0	0	0	0	0
Type C	0	9	9	0	0
Type D	0	3	2	1	0
Type E	0	0	0	0	0
Unspecified	1	2	2	0	0
Total	1	17	16	1	0

Type A – completed correctly within twenty-four (24) hours of receipt

Type B – completed correctly and delivered within forty-eight (48) hours of request

Type C – completed correctly and delivered within seven (7) business days of request

Type D – completed correctly and delivered within time frame established by DMS (greater than seven (7) business days)

Type E – Emergency reports completed correctly within two (2) hours of submitted request.

4.2 Inventory Detail

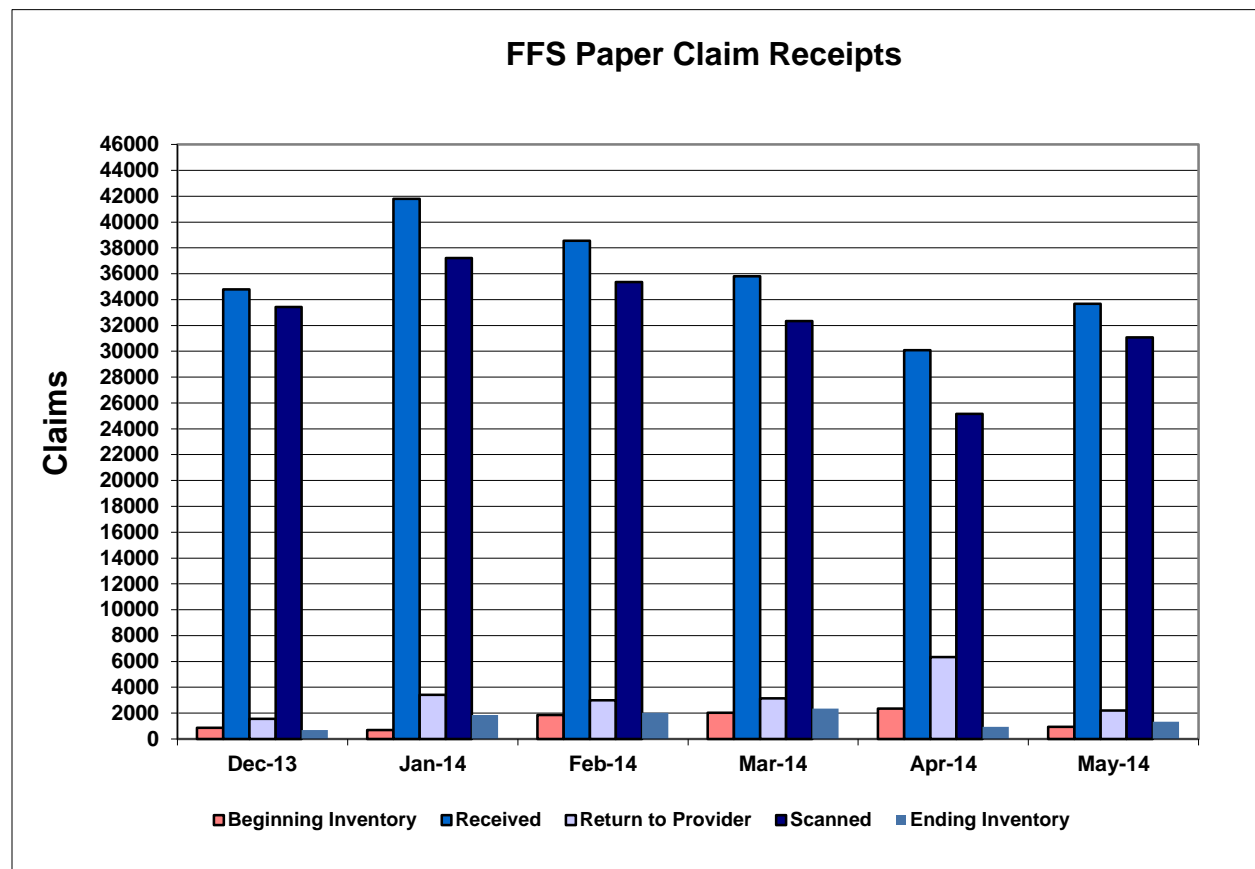
CO #	Type	Requested By	Status	Date Requested	Date Completed	Description
22170	D	Moccia, Don	ON HOLD			MCO Risk Adjusted Rates based on 01-May-2014 Enrol
22173	C	Senters, Lucy	COMPLETED	20140515	20140520	Vaccine Monthly member count
22175			COMPLETED		20140516	BCCTP - Report-Data Request SFY13-SFY14
22183	A	Skeeters, Kevin	COMPLETED	20140508	20140512	MFP cost for members

CO #	Type	Requested By	Status	Date Requested	Date Completed	Description
22184	A	Wang, Julia	COMPLETED	20140507	20140509	Blessed Assurance 08012013-02282014
22193	C	Moccia, Don	COMPLETED	20140513	20140512	MCO Group VIII Cap Data Inquiry from CMS
22196	C	Keeling, Michelle	COMPLETED	20140512	20140516	WDKY-312 Rerun
22197	C	Bechtel, Steve	COMPLETED	20140513	20140512	CMS review of Group VIII expenditures
22202	C	Wang, Julia	COMPLETED	20140514	20140513	HMR Associates 01012013-12312013
22205	C	Wang, Julia	COMPLETED	20140520	20140514	Neuro Restorative 08012013-01312014
22206	C	Wang, Julia	COMPLETED	20140520	20140519	Watch 06012013-03312014
22207	D	Jenkins, Ericka	COMPLETED	20140530	20140523	Daysprings
22204	A	Skeeters, Kevin	COMPLETED	20140513	20140522	Pre-MFP Facility member cost per day and day count
22220	C	Patel, Siddharth	COMPLETED	20140519	20140519	Pull HCBS sample information
22238	C	Ishmael, Carl	COMPLETED	20140523	20140605	Adhoc for CMS
22235		Keeling, Michelle	COMPLETED	20140519	20140519	WDKY312 Re-Run
22247	D	Leliaert, Teresa	COMPLETED	20140606	20140530	MFP Template

5 FFS Paper Claim Receipt Statistics

Mailroom	Beginning Inventory	Received	RTP	Scanned	Ending Inventory	Oldest Claim
December 2013	856	34,798	1,551	33,424	679	0 days
January 2014	679	41,800	3,423	37,208	1,848	0 days
February 2014	1,848	38,550	2,994	35,371	2,033	0 days
March 2014	2,033	35,795	3,140	32,351	2,337	0 days
April 2014	2,337	30,083	6,333	25,152	935	0 days
May 2014	935	33,686	2,202	31,078	1,341	0 days

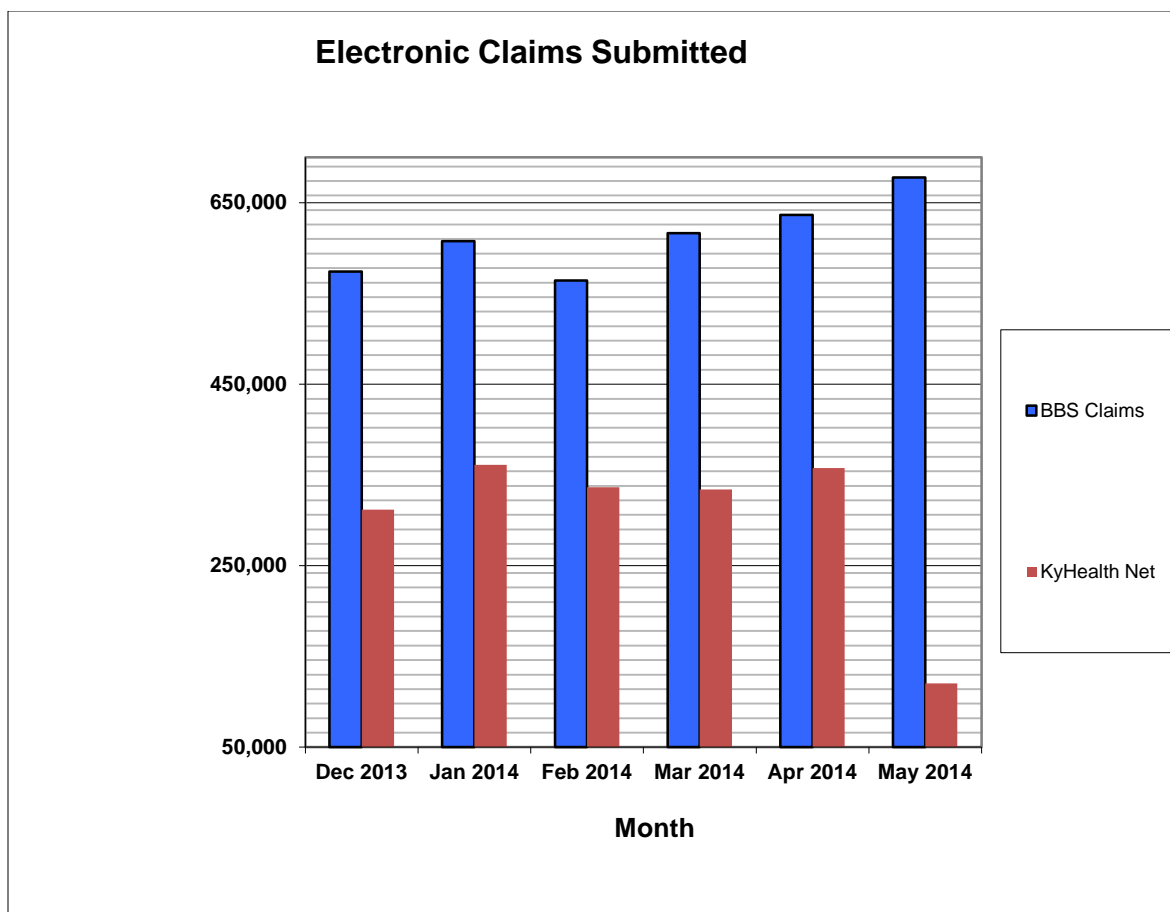
Note: The increase in RTPs for the month of April is due to the implementation of the revised CMS 1500 claim form. Claims billed on the old forms were returned to providers beginning on 4/1.



6 Electronic Claim Submissions

	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014
Bulletin Board System Claims Processed	574,352	607,864	564,399	616,624	636,501	677,822
Kentucky HealthNet Claims Processed	311,971	361,265	336,665	333,849	357,700	120,232

***Note – Numbers reported for May forward will be for claims processed – not claims submitted. Prior to May, totals were based upon BBS claims submitted and KYHealth Net “hit” totals.**



7 Monthly FFS Claim Totals by Media

Begin Date	End Date
5/1/2014	5/31/2014

TOTAL	Denied Claims	Paid Claims		Suspense Claims
	Billed Amount	Billed Amount	Paid Amount	Billed Amount
Electronic	\$312,306,931.40	\$614,433,667.31	\$183,029,945.35	\$14,693,529.49
Paper	\$43,996,509.65	\$34,208,032.41	\$32,174,485.47	\$4,518,708.40
TOTAL:	\$356,303,441.05	\$648,641,699.72	\$215,204,430.82	\$19,212,231.89

8 Monthly Claims Operations

8.1 FFS Monthly Financial Cycle Summary

Category	December 2013	January 2014	February 2014	March 2014	April 2014	May 2014
Paid Claims	459,040	531,560	461,048	468,663	478,263	613,804
Denied Claims	212,996	283,172	230,046	246,006	239,368	299,193
Total Adjudicated Claims	672,036	814,732	691,094	714,669	717,631	912,997
Adjustments	10,104	11,770	12,573	12,022	12,154	13,953
Total Claims	682,140	826,502	703,667	726,691	729,785	926,950
Suspended/Re-suspended Claims	11,094	8,907	12,023	9,859	12,268	13,623
% of Denied Claims	31.7%	34.8%	33.3%	34.4%	33.4%	32.8%
Avg \$ per Claim	\$406.61	\$396.79	\$420.73	\$388.96	\$378.95	\$350.61
Claim Payment Amount	\$186,650,101.31	\$210,919,296.23	\$193,977,077.58	\$182,291,626.77	\$181,239,101.09	\$215,204,430.82
(+) Payouts	\$48,295,830.15	\$5,634,150.15	\$1,556,172.01	\$1,792,372.36	\$704,261.22	\$48,578,167.25
(-) Recoupments	-\$3,143,502.06	-\$5,181,714.36	-\$3,562,145.03	-\$4,784,462.67	-\$3,142,111.84	-\$3,117,382.62
Check Issue	\$231,802,429.40	\$211,371,732.02	\$191,971,104.56	\$179,299,536.46	\$178,801,250.47	\$260,665,215.45
Capitation Payment	\$340,218,916.61	\$404,400,954.77	\$449,829,328.82	\$7,272,586.55	\$992,193,826.21	\$505,391,986.27
Total Paid	\$572,021,346.01	\$615,772,686.79	\$641,800,433.38	\$186,572,123.01	\$1,170,995,076.68	\$766,057,201.72

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim

Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

Category	December 2012	January 2013	February 2013	March 2013	April 2013	May 2013
Paid Claims	430,573	411,690	401,052	531,419	394,165	588,790
Denied Claims	211,360	224,897	222,210	291,537	228,983	296,966
Total Adjudicated Claims	641,933	636,587	623,262	822,956	623,148	885,756
Adjustments/Claim Credits	13,370	23,748	13,533	17,148	10,610	14,402
Total Claims	655,303	660,335	636,795	840,104	633,758	900,158
Suspended/Resuspended Claims	7,657	6,716	9,978	9,206	9,807	13,813
% of Denied Claims	32.9%	35.3%	35.7%	35.4%	36.7%	33.5%
Avg \$ per Claim	\$409.78	\$416.06	\$416.15	\$351.29	\$428.76	\$214.60
Claim Payment Amount	\$176,441,820.39	\$171,289,507.73	\$166,896,626.03	\$186,684,187.94	\$169,000,500.02	\$190,083,120.73
(+) Payouts	\$20,395,641.89	\$13,932,014.73	\$4,470,908.48	\$7,003,745.40	\$15,646,058.03	\$1,311,556.73
(-) Recoupments	-\$3,671,832.72	-\$14,489,814.12	-\$3,767,303.55	-\$4,536,525.79	-\$2,048,614.56	-\$3,243,554.41
Check Issue	\$193,165,629.56	\$170,731,708.34	\$167,600,230.96	\$189,151,407.55	\$182,597,943.49	\$188,151,123.05
Capitation Payment	\$274,936,052.83	\$271,418,422.81	\$289,741,510.16	\$304,878,750.95	\$292,106,189.61	\$285,317,333.01
Total Paid	\$468,101,682.39	\$442,150,131.15	\$457,341,741.12	\$494,030,158.50	\$474,704,133.10	\$473,468,456.06

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim

Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

8.2 Monthly MCO & NEMT Capitations

Begin Date	End Date
5/1/2014	5/31/2014

MCO	Regular Capitations		Reconciliation (Recoup & Payout) Capitations		Totals	
	Count	Amount	Count	Amount	Count	Amount
ANTHEM	33,005	\$20,615,838.04	7,846	\$4,124,135.65	40,851	\$24,739,973.69
COVENTRY	290,737	\$121,094,113.25	41,787	\$12,084,238.97	332,524	\$133,178,352.22
HUMANA	62,306	\$34,511,696.77	12,933	\$6,064,887.83	75,239	\$40,576,584.60
NEMT	1,000,848	\$7,364,388.78	92,462	\$629,131.27	1,093,310	\$7,993,520.05
PASSPORT HEALTH	178,721	\$97,318,689.53	29,347	\$11,750,213.57	208,068	\$109,068,903.10
WELLCARE	362,442	\$172,316,527.58	50,806	\$17,518,125.03	413,248	\$189,834,652.61
Sum:	1,928,059	\$453,221,253.95	235,181	\$52,170,732.32	2,163,240	\$505,391,986.27

8.2 Monthly MCO & NEMT Capitations (continued)

Region	Broker	Cap Transactions	Amount Paid
01	L.K.L.P. C.A.C., INC	43,521	\$293,266.89
02	PENNYRILE ALLIED COMSERVICES, INC	49,464	\$297,255.12
03	AUDUBON AREA COMM SRVC	49,098	\$343,652.56
04	L.K.L.P. C.A.C., INC	57,159	\$408,967.20
05	LKLP CAC INC R	86,278	\$875,794.05
06	FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS	203,185	\$1,748,537.71
08	BLUE GRASS COMMUNITY ACTION AGENCY INC	69,410	\$464,979.15
09	LKLP CAC INC	79,873	\$555,443.00
10	FEDERATED TRANSPORTATION SVS OF THE BLUE	55,051	\$392,738.40
11	FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS	59,817	\$379,744.00
12	RURAL TRANSIT ENTERPRISES	121,897	\$914,312.55
13	LKLP COMMUNITY ACTION	83,747	\$539,920.08
14	SANDY VALLEY TRANSPORTATION	58,533	\$390,777.50
15	LKLP CAC INC	58,039	\$295,439.36
16	LICKING VALLEY COMMUNITY ACTION PROGRAM INC	18,238	\$92,692.48
	Sum:	1,093,310	\$7,993,520.05

8.3 FFS Adjudicated Original Claims (By Claim)

Begin Date	End Date
5/1/2014	5/31/2014

Paper Claims	December 2013	January 2014	February 2014	March 2014	April 2014	May 2014
Paid	8,618	9,538	10,541	9,346	9,434	10,326
Denied	12,048	15,248	12,846	13,577	12,310	13,530
Total	20,666	24,846	23,387	22,923	21,744	23,856
% of Total Adjudicated Claims	3.08%	3.05%	3.38%	3.21%	3.01%	2.61%
% of Paper Denied Claims	58.30%	61.37%	54.93%	59.23%	55.28%	56.72%

Note: Total Adjudicated Paper Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied Paper Claims divided by Total Adjudicated Claims = % of Denied Claims.

Electronic Claims	December 2013	January 2014	February 2014	March 2014	April 2014	May 2014
Paid	450,422	521,962	450,507	459,317	468,829	603,478
Denied	200,948	267,924	217,200	232,429	227,058	285,663
Total	651,370	789,886	667,707	691,746	695,887	889,141
% of Total Adjudicated Claims	96.92%	96.95%	81.95%	96.79%	96.99%	97.39%
% of Electronic Denied Claims	30.85%	33.92%	32.53%	33.60%	32.70%	32.13%

Note: Total Adjudicated Electronic Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied electronic Claims divided by Total Adjudicated Claims = % of Denied Claims.

8.4 Monthly FFS Top Ten Procedure Codes

Begin Date	End Date
5/1/2014	5/31/2014

Procedure	Description	Member Count	Claim Count	Amount Paid
T2016	HABIL RES WAIVER PER DIEM	2,823	29,423	\$19,511,039.48
S5108	HOMECARE TRAIN PT 15 MIN	8,770	46,698	\$19,373,494.06
99199	SPECIAL SERVICE/PROC/REPORT	8,416	13,143	\$7,610,722.89
T2021	DAY HABIL WAIVER PER 15 MIN	4,915	38,116	\$7,417,338.37
T2022	CASE MANAGEMENT, PER MONTH	15,288	19,909	\$5,544,607.61
H0004	ALCOHOL AND/OR DRUG SERVICES	3,162	10,882	\$3,733,928.70
S5100	ADULT DAYCARE SERVICES 15MIN	2,746	23,634	\$3,366,495.62
T2023	TARGETED CASE MGMT PER MONTH	8,963	10,305	\$3,016,429.90
97535	SELF CARE MNGMENT TRAINING	1,954	8,683	\$2,963,880.23
99213	OFFICE/OUTPATIENT VISIT EST	21,110	44,913	\$2,748,903.23

8.5 Monthly FFS Top Ten Diagnosis Codes

Diagnosis	Description	Member Count	Claim Count	Amount Paid
317	MILD INTELLECT DISABILTY	4,779	38,861	\$15,314,170.91
3180	MOD INTELLECT DISABILITY	3,034	25,664	\$9,045,931.17
3182	PROFND INTELLCT DISABLT	589	2,741	\$7,643,228.59
3128	OTHER CONDUCT DISTURBANCE	4,069	4,229	\$7,252,142.94
3181	SEV INTELLECT DISABILITY	829	5,403	\$5,870,609.64
3310	ALZHEIMER'S DISEASE	1,785	3,197	\$5,720,840.89
318	OTHER MENTAL RETARDATION	2,578	14,004	\$5,359,604.31
29900	AUTISTIC DISORD-CURRENT	2,333	15,224	\$4,896,021.29
319	INTELLECT DISABILITY NOS	1,539	12,227	\$4,280,354.78
31700	MILD MR WITHOUT OTHER BEHAVIORAL SYMPTOM	480	4,671	\$4,119,216.90

8.6 Monthly MCO Top Ten Procedure Codes

Begin Date	End Date
5/1/2014	5/31/2014

Procedure	Description	Member Count	Claim Count	Amount Paid
99213	OFFICE/OUTPATIENT VISIT EST	166,625	229,641	\$8,969,872.63
99284	EMERGENCY DEPT VISIT	36,833	45,105	\$6,740,806.51
99283	EMERGENCY DEPT VISIT	54,110	68,247	\$6,068,242.09
99214	OFFICE/OUTPATIENT VISIT EST	57,387	68,685	\$3,938,265.76
99285	EMERGENCY DEPT VISIT	17,790	21,705	\$3,847,677.72
99212	OFFICE/OUTPATIENT VISIT EST	42,854	63,827	\$2,204,763.95
74177	CT ABD & PELV W/CONTRAST	4,577	5,752	\$1,616,646.42
74176	CT ABD & PELVIS W/O CONTRAST	5,300	6,588	\$1,571,156.84
99203	OFFICE/OUTPATIENT VISIT NEW	21,514	22,122	\$1,527,500.04
G0378	HOSPITAL OBSERVATION PER HR	3,482	3,715	\$1,488,721.22

Note: Data taken from encounters received from the Managed Care Organizations

8.7 Monthly MCO Top Ten Diagnosis Codes

Diagnosis	Description	Member Count	Claim Count	Amount Paid
V3001	SINGLE LB IN-HOSP W CS	1,031	1,451	\$3,733,241.75
0389	SEPTICEMIA NOS	492	723	\$3,480,424.10
V3000	SINGLE LB IN-HOSP W/O CS	2,031	2,768	\$3,258,524.25
78650	CHEST PAIN NOS	12,723	19,708	\$3,094,023.17
V202	ROUTIN CHILD HEALTH EXAM	28,599	31,515	\$2,761,115.52
V5811	ANTINEOPLASTIC CHEMO ENC	611	1,241	\$2,594,890.67
486	PNEUMONIA, ORGANISM NOS	3,417	5,518	\$2,258,750.43
41401	CRNRY ATHRSCL NATVE VSSL	1,749	2,271	\$2,196,187.26
V5789	REHABILITATION PROC NEC	586	1,000	\$2,088,762.06
65421	PREV C-DELIVERY-DELIVRD	783	1,126	\$2,070,721.47

Note: Data taken from encounters received from the Managed Care Organizations

8.8 Monthly FFS Top Ten Denial Reasons (By Detail Line)

Error	Description	Number of Denials	% of Top Ten
1010	Rendering Provider Not A Mem Of Billing Grp	19,018	18.9%
2017	Services Covered Under Member's MCO Plan	15,702	15.6%
4021	No Coverage for Billed Procedure	15,206	15.1%
3317	This Service Was Not Approved by Medicare	9,964	9.9%
5001	Exact Duplicate	8,273	8.2%
1955	Cannot Determine Medicaid Nbr Billing Prov	7,931	7.9%
4804	No Contract for Billed Rev Code	6,711	6.7%
2003	Member Ineligible on Detail Date of Service	6,384	6.3%
4407	Bnft Plan/Aid Categ Restriction for Cov Rev Code	5,883	5.8%
268	Billed Amount Missing	5,725	5.7%
Totals		100,795	59.6%

Total Denied Details – 169,045

Note: Total # of top ten denials (100,795) divided by total denied details (169,045) = % of top ten denials (59.6%).

8.9 Monthly FFS Top Ten Suspense Reasons (By Detail Line)

Error	Description	Number of Failures	% of Top Ten
2001	Member ID Number not on File Recycle	5,989	40.3%
3001	PA Not Found on Database	2,300	15.5%
4405	Unable to Assign Provider Contract	2,093	14.1%
3305	Member Requires Valid PT Liability for DOS	1,627	11.0%
4014	No Pricing Segment on File	715	4.8%
5001	Exact Duplicate	586	3.9%
4980	Bnft Pln Restriction for Covered Procedure	501	3.4%
2505	Member Covered by Private Insurance	392	2.6%
3003	Procedure Code Requires PA	336	2.3%
1046	Facility Provider is not Eligible	314	2.1%
Totals		14,853	84.3%

Total Suspended Details – 17,619

Note: Total # of top ten failures (14,853) divided by total suspended details (17,619) = % of top ten suspense(84.3%).

8.10 FFS Suspended Original Claims by Age (By Claim)

Category	December 2013		January 2014		February 2014		March 2014		April 2014		May 2014	
	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.
0-30 days	10,383	93.59	8,149	91.49	11,364	94.52	9,261	93.93	11,533	94.01	12,834	94.21
31-60 days	229	2.06	137	1.54	76	.63	52	.53	228	1.86	179	1.31
61-90 days	34	.31	168	1.89	58	.48	46	.47	22	.18	147	1.08
91+ days	448	4.04	453	5.08	525	4.37	500	5.07	482	3.95	463	3.40
Total	11,094		8,907		12,023		9,859		12,268		13,623	

8.11 FFS Claims Suspense Over 30 Days by Responsible Unit (By Claim)

Category	December 2013	January 2014	February 2014	March 2014	April 2014	May 2014	December 2013
Resolutions	99	136	29	32	67	70	99
Med.Review	3	0	0	0	0	0	3
TPL	4	0	0	0	0	0	4
Adjustments	1	2	4	0	0	0	1
Recycle	7	0	0	0	0	0	7
DMS	597	620	626	566	668	719	597
Total	711	758	659	598	735	789	711

9 Monthly Third-Party Liability

9.1 FFS Third-Party Liability Monthly Activity

Third Party Liability	Begin Inv	Received	Worked	To DMS	Ending Inventory	Oldest Date
PA40-Kames/Eligibles with Other Ins.	725	6,743	6,458	0	1,010	6 days
CS40-Child Support	0	1,223	1,223	0	0	0 days
SSI-Local Offices	0	0	0	0	0	0 days
TPL Edits	438	2,449	2,400	0	487	12 days
Accident/Trauma Leads	0	0	0	0	0	0 days
DMS Attorney	0	0	0	0	0	0 days
RUSH Attorney	0	0	0	0	0	0 days
HP Attorney	0	296	288	0	8	0 days
TPL Checks	93	194	287	0	0	2 days
TPL Mail	1,125	6,038	5,400	0	1,763	5 days
KHIPP	0	501	501	0	0	0 days
Total	2,381	17,444	16,557	0	3,268	

10 Monthly Finance/Adjustments

10.1 Monthly FFS Financial – Accounts Receivable

Category	Beginning Inventory	Received	Keyed	Return to Provider	To DMS	On Hold	Ending Inventory	Age Oldest AR
Accounts Receivable Set-up	1	159	158	0	0	0	2	1 day
Payouts	1	226	227	0	0	0	0	0 days
Accounts Receivable Updates	4	74	76	0	1	0	1	1 day
Accounts Receivable Transfers	0	0	0	0	0	0	0	0 days
Total	6	459	461	0	1	0	3	

10.2 Monthly FFS Financial - Checks

Category	Beginning	Received	Completed	Ending	Age Oldest Check
Provider Warrant	16	0	0	16	1 day
HP Financial	225	618	559	284	3 days
DMS Financial	103	130	132	101	1 day
Total	344	748	691	401	

10.3 Monthly FFS Financial – Adjustments

Category	Beginning Inventory	Received	Completed	Returns	Ending Inventory	Age Oldest Adj
Professional	0	230	219	11	0	0 days
Institutional	0	137	126	11	0	0 days
Voids	0	194	182	12	0	0 days
Total	0	561	527	34	0	

10.4 Monthly FFS Financial - Mass Adjustments

Category	Beginning Inventory	Received (plus)	Released (minus)	Deleted (minus)	Zero Claims Pulled (minus)	Ending Inventory	On Hold	DMS Review
Mass Adjustment (region 52)	57	65	46	0	4	72	72	0
SE Processed Adjustment (region 58)	0	0	0	0	0	0	0	0
Total	57	65	46	0	4	72	72	0

11 Provider Relations

11.1 Provider Field Representatives

11.1.1 Provider Visits

May 8, 2014

Vicky Hicks, HP Provider Field Representative, conducted a Virtual Room provider visit on May 8, 2014, with AP Case Management. During this visit, the provider was taught how to navigate the KY Healthnet. The following panels were reviewed: Member, Claims, Remits, and Prior Authorizations. Amber was in attendance for AP Case Management.

11.2 Conference Calls (Calls Greater Than 30 Minutes)

May 16, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with provider, HCA Hospitals, on May 16, 2014 from 2:00 p.m. to 2:45 p.m. The provider requested a conference call to review 11 provider numbers and determine if they can become certified for Presumptive Eligibility (PE). Two of their provider numbers were termed for ADO, and one was not on file at all. The other 8 provider numbers are valid. The provider registered the 8 provider numbers for PE training. Those who attended the conference call were: Marty Dearing with Parallon.

May 27, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with provider, Guardiacare Services Health Center, on May 27, 2014 from 11:00 a.m. to 12:00 p.m. The provider requested a conference call to learn how to navigate the KY Healthnet. During the conference call the following was reviewed: adding agents, member, claims, RA viewer and prior authorizations panel. Those who attended the conference call were: Jeff Jolliet and Peggy.

May 30, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with provider, UC Physicians, on May 30, 2014 from 1:00 p.m. to 1:30 p.m. The provider requested a conference call to review and resolve claim issues. During the conference call, six (6) claims were reviewed and resolved. Sara was in attendance for UC Physicians.

11.3 Association Meetings

There are no association meetings to report for May 2014.

11.4 Provider Contacts

Calls	127
E-mails	298
Total	425

Total number of calls and e-mails between Provider Field Representatives and Providers during the month.

11.5 Provider Workshops

May 23, 2014

Kelly Gregory, HP Provider Field Representative, conducted a Hospital PE Webinar on May 23, 2014 from 9:30 a.m. to 10:30 a.m. The webinar presentation introduced the objectives and benefits of PE. The webinar also included how the PE screenings and confirmation process works, and demonstrated the on-line provider entry form.

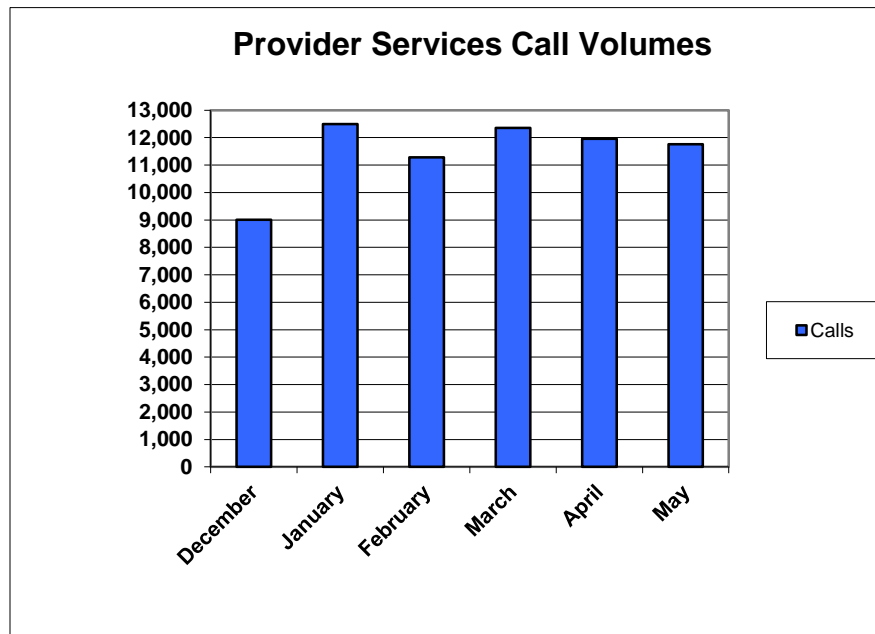
11.6 Provider Services

11.6.1 Provider Services

Category	December 2013	January 2014	February 2014	March 2014	April 2014	May 2014
% Service Level	97%	95%	96%	96%	97%	96%
Abandoned Calls	315	683	460	440	388	496
Avg Speed Ans	1:07	1:34	1:49	1:01	1:00	1:19
Incoming Calls	9,007	12,496	11,286	12,359	11,962	11,762
Paper Correspondence	344	421	504	890	713	545
E-Mail Correspondence	208	274	278	306	252	314
Fax	28	36	37	40	38	32
Total*	9,569	13,227	12,105	13,595	12,965	12,653
HP Callbacks	77	110	82	142	95	78

*Total of Calls, Paper Correspondence, E-Mail Correspondence, and Faxes

Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.



11.6.2 Top 5 Provider Calls

1. Claim Status
2. Member Services/Member Calls
3. Billing Help
4. Prior Authorizations
5. Check Amounts

11.6.3 Notable Topics

1. Reason for claim denial or suspended.
2. How to get the MCO to void the claim in order for Medicaid to process the claim?
3. Which MCO the member has and MAP 552 questions?
4. What is the PA number and how do I correct the overlapping dates?

Commonwealth Training

11.6.4 Current Activities

The following instructor-led training classes were offered by HP in May 2014:

- Mechanics of Claims Processing (May 1) 2 attended
 - Tammy Ricks, Division of Policy and Operations
 - Ronica Lewis, OATS
- Member Subsystem (May 6) 7 attended
 - Teresa Shields, Division of Program Integrity
 - Nellie Ramsey, Department for Public Health Admin and Financial Mgmt.
 - Tammy Ricks, Division of Policy and Operations
 - Amy Dunn, Department for Public Health Admin and Financial Mgmt.
 - Samuel Yerragudla, OATS
 - Swathi Mall, OATS
 - Cynthia Clarke, Office of Attorney General
- Provider Subsystem (May 9) 4 attended
 - Laxmi Minedi, OATS
 - Tammy Ricks, Division of Policy and Operations
 - Samuel Yerragudla, OATS
 - Ronica Lewis, OATS
- Prior Authorization Subsystem (May 12) 4 attended
 - Ericka Jenkins, Dept for Behavioral Health, Dev. & Intellectual Disabilities
 - Tammy Ricks, Division of Policy and Operations
 - Ronica Lewis, OATS
 - Tom Young, Division of Policy and Operations

The following instructor-led training classes were offered by HP in May 2014 (continued):

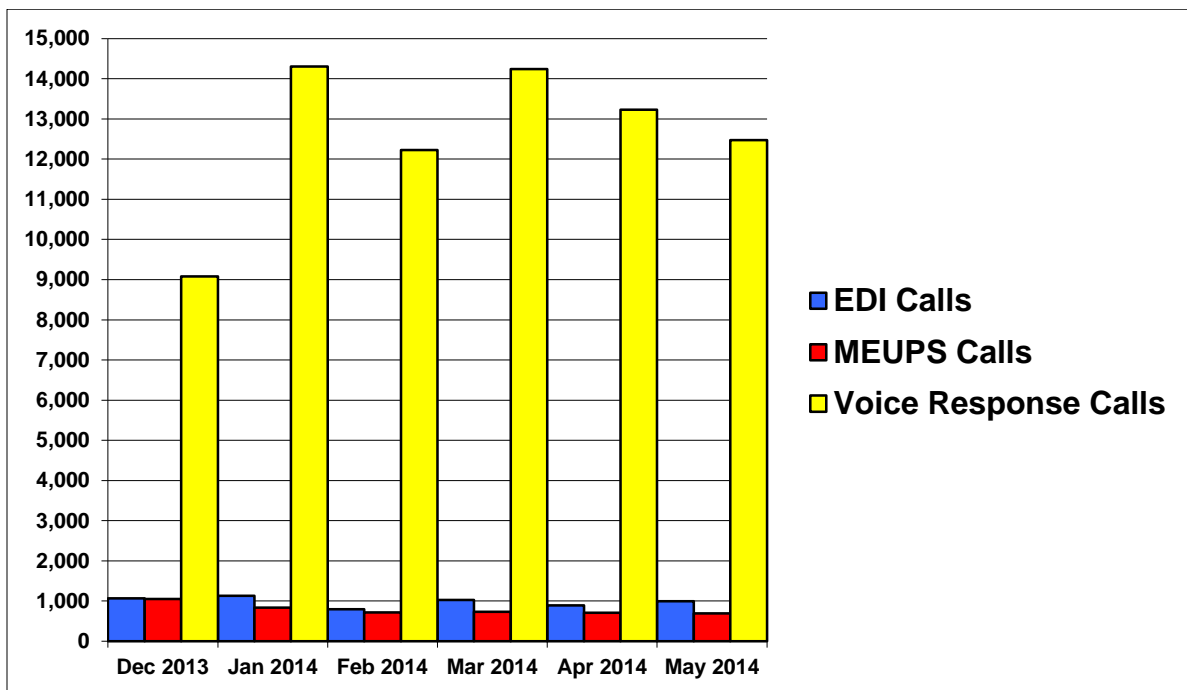
- Reference Subsystem (May 14) 4 attended
 - Tom Young, Division of Policy and Operations
 - Amy Dunn, Department for Public Health Admin and Financial Mgmt.
 - Nellie Ramsey, Department for Public Health Admin and Financial Mgmt.
 - Teresa Shields, Division of Program Integrity
- Claim Edits, Audits and Rules (May 15) 4 attended
 - Teresa Shields, Division of Program Integrity
 - Samuel Yerragudla, OATS
 - Swathi Mall, OATS
 - Tom Young, Division of Policy and Operations
- Claims Subsystem (May 20) 4 attended
 - Laxmi Minedi, OATS
 - Lisa Mills, Division of Community Alternatives
 - Swathi Mall, OATS
 - Samuel Yerragudla, OATS
- Financial Subsystem (May 28) 3 attended
 - Ericka Jenkins, Dept for Behavioral Health, Dev. & Intellectual Disabilities
 - Andrea Schank, Division of Program Integrity
 - Phyllis Wells, Division of Program Integrity
 - Lisa Mills, Division of Community Alternatives
 - Daniel Eberhardt, Dept for Behavioral Health, Dev. & Intellectual Disabilities
 - Swathi Mall, OATS
 - Ronica Lewis, OATS
 - Samuel Yerragudla, OATS
 - Leslie Crowe, HP ES
- OnBase Application (May 29) 2 attended
 - Tammy Ricks, Division of Policy and Operations
 - Lisa Mills, Division of Community Alternatives

Staff members' supervisors are sent a confirmation of attendance via e-mail.

12 EDI Customer/Provider Interaction

12.1 Electronic Data Interchange Calls Received

Category	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014
EDI Calls	1,064	1,131	799	1,024	894	997
MEUPS Calls	1,053	832	714	732	707	692
Voice Response Calls	9,077	14,307	12,224	14,237	13,227	12,471



Expanded Call Data

Month	EDI Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
December	1,064	21	:11	2:52	98%
January	1,131	23	:13	3:19	98%
February	799	16	:10	2:57	98%
March	1,024	18	:18	2:54	98%
April	894	20	:19	3:08	98%
May	997	34	:28	3:05	97%

Expanded Call Data (continued)

Month	MEUPS Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
December	1,053	16	:13	2:11	98%
January	832	18	:14	2:06	98%
February	714	16	:16	2:14	98%
March	732	16	:16	2:07	98%
April	707	23	:24	2:21	97%
May	692	31	:32	2:15	96%

Month	Voice Response Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
December	9,077	290	:01	1:31	97%
January	14,307	350	:01	1:29	98%
February	12,224	607	:01	1:30	95%
March	14,237	457	:01	1:28	97%
April	13,227	359	:01	1:29	97%
May	12,471	423	:01	1:27	97%

*Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.

EDI Top 5 calls:

1. Request to repost 835s
2. Verify electronic file transmission
3. Request to repost 999s
4. Confirm setup of MAP 380s/246s
5. Questions about 837 file structure

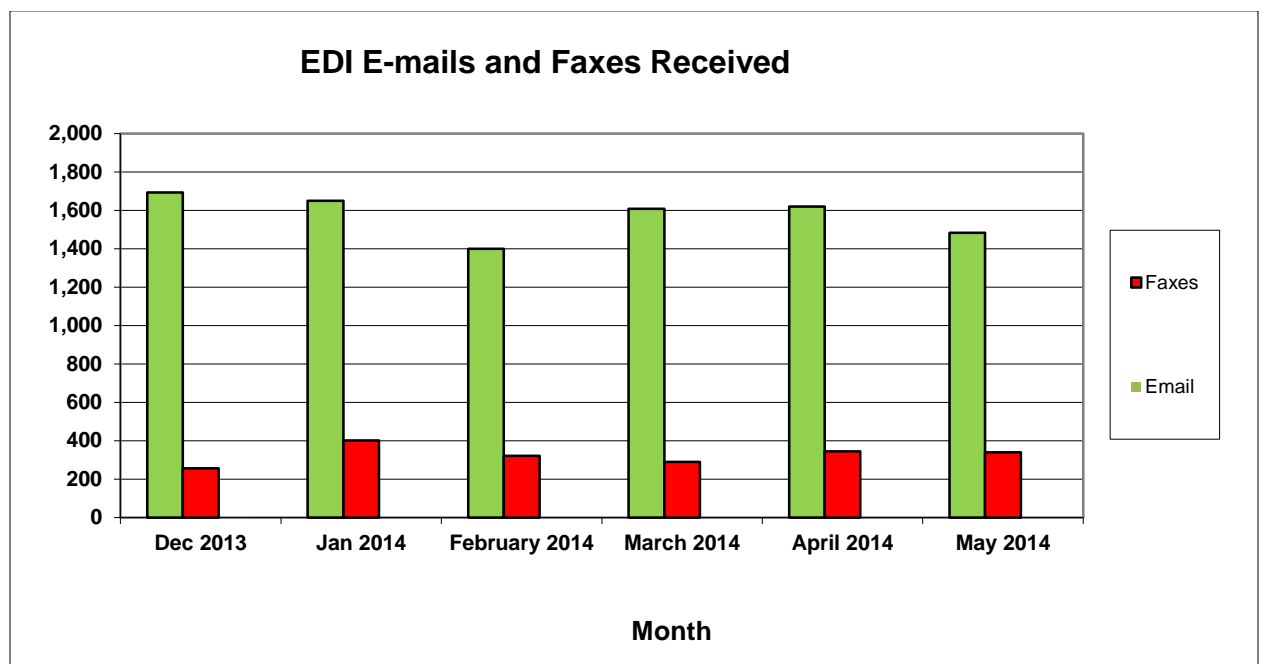
MEUPS Top 5 calls:

1. Password resets (*see table below*)
2. Request to change Administrator of account
3. PIN release request to set up new account
4. Medicaid contract has end-dated, resulting in no access to KyHealth Net
5. How to navigate member eligibility

Category	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014
Password Resets Received Via phone	952	624	468	499	422	446

12.2 EDI E-mails and Faxes Received

Category	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014
E-mails Received	1,693	1,650	1400	1,608	1,620	1,483
E-mails Answered	1,693	1,650	1400	1,608	1,617	1,483
Faxes Received	257	401	321	290	345	339
Faxes Answered	257	401	321	290	340	338



EDI Top 5 E-mail Requests:

1. Password resets (*see table below*)
2. Status of MAP 380
3. Status of 835
4. Research
5. Verify electronic file transmission

Category	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014
Password Resets Received Via e-mail	747	413	371	338	392	290

EDI Top 5 Fax Requests:

1. PIN release forms* (*see table below*)
2. Change of Administrator forms* (*see table below*)
3. MAP 380s and 246s
4. 835s
5. Trading Partner Agreements

Category	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014
PINs Received via fax	116	899**	182	360	315	1007***
Admins Received via fax	163	195	160	165	207	317

*All PIN release and Change of Administrator responses are outbound via e-mail only.

** Many providers set up accounts in Kentucky HealthNet in Jan 2014 in response to the EADO letter.

***There was one fax received from University of Cincinnati Health that included 984 PIN requests, also in response to the EADO letter.